

## **POSITION DESCRIPTION COUNTY OF HOWARD, INDIANA**

**POSITION:** 911 COMMUNICATIONS OFFICER

**DEPARTMENT:** HOWARD COUNTY SHERIFFS DEPARTMENT

**WORK SCHEDULE:** VARIES

**JOB CATEGORY:**

**DATE WRITTEN:** DECEMBER 21, 2006

**DATE REVISED:**

**STATUS:** Full-time

**FLSA STATUS:** NON-Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**DUTIES:** Receives all incoming emergency and information related calls for the Howard County Sheriff's Department, Kokomo Police Department, Kokomo Fire Department, Greentown Marshalls Office, Russiaville Marshalls Office, Emergency Management Agency, hospital ambulance, volunteer fire departments, and Animal Control; gathers maximum amount of information in minimum amount of time, determines appropriate response and dispatches field officers and other emergency personnel accordingly.

Receives and transmits computer teletypes, criminal histories, stolen vehicles, warrant information, stolen articles and securities, runaways; and license plate and gun checks.

Maintains complete and accurate typewritten log of all radio traffic calls, towed vehicles, and employee information for easy access and retrieval.

Monitors radio frequency activities of various other law enforcement agencies, civil defense, and city/county departments.

Monitors alarm systems for the armory, banks, and airport, and dispatches officers when activated; notifies appropriate officials of alarm malfunctions.

Verifies and maintains accurate IDACS/NCIC information for law enforcement agencies.

Notifies appropriate officials of impending emergency situations including weather, road, bridge, and school closings and disasters.

Answers the public's telephone calls to the non-emergency number, determines nature of call, responds to inquiries and/or routes caller to appropriate person, department, or agency.

Performs data entry of all stolen vehicles, license plates, boats, and property in compliance with IDACS/NCIC regulations.

Maintains clean and orderly radio room and equipment.

One year experience preferred.

May have mandatory overtime.

May be called upon to work any shift.

Performs related duties as assigned.:

**SKILLS:** Incumbent performs a wide variety of communication duties according to established departmental policies and police procedures, making independent decisions and taking authoritative actions in response to situational demands. Errors in decision or work are detected through resulting adverse effects, and may lead to loss of life to co-workers or public, and/or have detrimental effects upon department operations, including substantial property loss and inconvenience to members of the public.

**RESPONSIBILITY:** Knowledge of and ability to make practical application of the customary practices, procedures, rules and regulations of the department, and to take authoritative action as situations demand.

Practical knowledge of area law enforcement, EMS, and fire demands, and ability to effectively receive and dispatch calls requiring emergency and informational assistance.

Ability to effectively receive and dispatch calls requiring emergency and informational assistance.

Ability to use and maintain all assigned communications equipment.

Knowledge of and ability to read maps, use emergency code terminology and clearly and calmly respond during stressful situations.

Ability to appropriately receive, maintain, and log all radio traffic information.

Ability to condense large amounts of information into coherent typed remarks, and to use and understand a variety of acronyms and codes.

Ability to compile accurate reports and employee records.

Ability to effectively communicate with the public, other officials, and agencies during varied emergency situations.

Ability to type and use standard office equipment including computer, copier, typewriter, and telephone.

Ability to establish priorities and accomplish multiple tasks in a limited time.

Ability to physically perform the essential duties of the position.

Ability to be certified in the use of IDACS/NCIC computer systems.

Ability to successfully complete a certified course for Communications Officers within one year from date of hire.

**EDUCATION AND EXPERIENCE:** High school diploma or general education degree (GED); or one to three months' related experience and/or training; or equivalent combination of education and experience.

**PERSONAL WORK RELATIONSHIPS:** Incumbent maintains frequent contact with County police officers, representatives of other law enforcement and public safety departments and agencies, and members of the public for a variety of purposes, including coordination and direction of police communication activities, enforcement of applicable laws, and public safety. Incumbent engages in non-routine contact with callers requesting emergency assistance in situations that may jeopardize public safety.

Incumbent reports directly to Communication Officer Supervisor.

**The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

**PHYSICAL REQUIREMENTS:** While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

This job description describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment, nor is it intended to describe all duties someone in this position may perform. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?  
YES\_\_\_\_\_ NO\_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee signature

\_\_\_\_\_  
Date